

Abstract Of The Disclosure

A method for evaluating a customer concern is disclosed. The method includes receiving the concern related to a subject matter from a customer, 5 capturing at least one digital image of the subject matter of the concern, and deciding whether to approve a corrective action for the customer concern based on a review of the at least one digital image. The present invention provides real time review and 10 response to a customer concern. Thus, customer satisfaction is increased and costs for processing customer concerns are reduced.